



# **FSA Enterprise Change Management (ECM) Tool Pilot Executive Review Session**

Pilot Overview

Pilot Success Criteria

Collaboration

Pilot Activity

Results of a “Go” Decision

Challenges and Risks

Discussion

**May 16, 2002**



# Pilot Overview



**The ECM Tool** is a Rational ClearQuest application used to manage Change Requests (CRs) submitted to the VDC from FSA Application Teams.

**The ECM Tool Pilot** involved FSA, CSC's VDC Service Delivery Team and the Mod Partner's EAI and ITA Application Teams. Participants were selected from among these groups.

**The Pilot's Purpose** was to take the first step in the effort to deploy Enterprise Change Management (ECM), using a Tool to track FSA's Change Management activities.



# Pilot Success Criteria



Pilot Success Criteria	Status	Comments
1. Change Request (CR) information contained in the Tool can be used by FSA as “the data of record” for discussing and acting on change management activity across Pilot Teams	Green	The Tool does contain the Data of Record for the Pilot Teams (EAI & ITA), and Tool-generated Summary reports are the reports of record used at FSA's weekly Development and Production Systems meetings.
2. Tool facilitates improved CR coordination across the VDC and Application Teams	Green	Communications between VDC and Application Pilot Participants have improved. Participants are more aware of CR activity.
3. Timeliness of CR resolution is consistent or improved for project teams	Green	CR Resolution timeliness is now being tracked and is consistent or improved for project teams.
4. Visibility to the data is sufficient to manage CR activity for the Pilot Teams	Green	Pilot Participants have visibility to the data that is sufficient to manage CR activity.
5. Pilot Participants understand and buy-in to the purpose & objective of the CR process and supporting Tool	Green	Pilot Participants have made full efforts to understand and use the ECM Tool.
6. Pilot Participants' feedback is incorporated into ongoing Pilot improvement efforts	Green	All known requests are captured in the ECM Tool Issues and Enhancements Log and are reviewed weekly by the ECM Tool Change Control Group (CCG).
7. Executive Committee evaluates Pilot activity and reaches consensus to proceed	Green	5/16/02 Executive Go/No-Go Decision was Go.
8. Strategy is developed for enhancing data transfer between the ECM Tool and the VDC's standard change control tracking system, GCARS	Green	CSC' appointed lead, Gary Adams has begun mapping a strategy and taking actions to automate ECM Tool/GCARS integration.



# Collaboration



Area	Responsible Party
1. FSA CIO	ITS & eCAD Leads
2. FSA Business	EAI & ITA Business Owner & CIO COTR
3. CSC	Executives, Service Delivery and Line of Service Managers
4. Mod Partner Application Teams	ITA & EAI Project Management and Technical Architecture Leads



# Pilot Activity



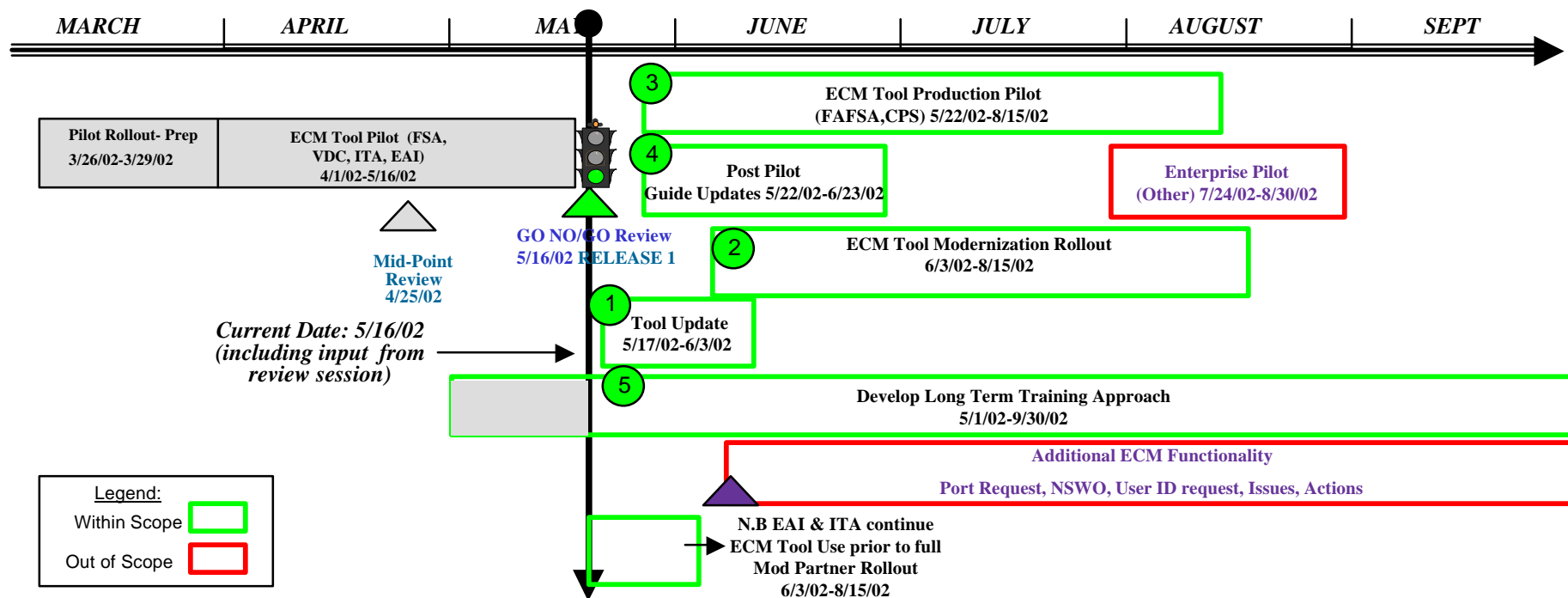
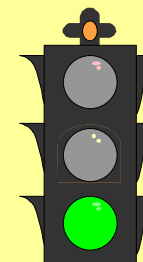
Activity	Responsible Party	Comments
1. Provide Training to Pilot Participants	ECM Pilot Team	Training was provided to all Pilot Participants from the VDC, FSA and the Application Teams
2. Enter Change Request (CR) Into Tool	Application Teams' CR Submitters, VDC Tool Users	<p>Total CRs entered into Tool:</p> <ul style="list-style-type: none"> <li>•Development CRs: 11</li> <li>•Production CRs: 40</li> </ul> <p>Processing Time for CR Resolution:</p> <ul style="list-style-type: none"> <li>•Minimum Time for CR resolution: 14 day Dev, 16 day Prod</li> <li>•Maximum Time for CR resolution: 45+ days Dev, 45+ days Prod</li> <li>•Average Time for CR resolution: 21 days Dev, 26 days Prod</li> </ul>
3. Review ECM Tool Reports	Development and Production Systems Meeting Chairs	The ECM Tool summary Reports were consistently and effectively used to facilitate discussion of EAI and ITA CRs during the Development and Production Meetings
4. Establish Change Control Group (CCG)	ECM Pilot Team	ECM CCG was established and meets each Thursday to discuss potential enhancements and updates to the Tool. The CCG is comprised of members of the ECM Executive Review Committee The CCG approves any changes to Tool requirements.
5. Communicate Pilot Information to Stakeholders	ECM Pilot Team	All Stakeholders (beyond Pilot Participants) have had information about the Pilot communicated to them
6. Map ECM and GCARS Data for Smooth Integration	VDC ECM Tool Lead, ECM Pilot Team	VDC Pilot Tool Lead has been identified and scheduled meeting to begin to identify next steps in this area



# Results of a “Go” Decision

A “Go” decision would involve the formal commencement of the following planned activities:

1. Tool Update (based on established Change Control Group processes)
2. ECM Tool Modernization Rollout (phased rollout)
3. ECM Tool Production Pilot (FAFSA,CPS)
4. Post Pilot Guide Updates
5. [Continue to] Develop Long Term Training Approach





# Challenges and Risks



Issue or Challenge	Proposed Mitigation Strategy
1. User ID Request Process creates delays in ability to include stakeholders in the Tool in a timely and consistent manner.	All measures to streamline or diminish the impact of the User ID delays should be vetted with FSA Security and given consideration by the Executive Steering Committee.
2. Legacy Applications will undergo more visible process and cultural changes with introduction of Tool.	Successful Pilot operations will require FSA oversight, and direction for Legacy Application teams.
3. Long-term Tool Ownership and Support not yet defined.	Long Term Tool functions and maintenance should be determined by FSA.
4. Expectations of extended Stakeholders must be closely managed to ensure that individuals have realistic expectations.	Communicate to FSA business owners, Application Teams and other extended stakeholders the realities of the Tool.
5. Tool remains inaccessible via the Internet.	Continue to utilize IP address workaround until resolution is achieved.



# FSA ECM Tool Approval to Proceed



FSA ITS Lead

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

FSA eCAD Lead

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

CSC Lead

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Mod Partner Lead

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date